

Memory Care

Working with Participants/Clients

- **1) Human Development and Late Adult Years**
- • Life Span Potential
- • Theories of Aging
- **2) Human Development and Aging**
- • Human Behavior and Aging
- • Potential and Creativity
- • Wellness and Self-Esteem
- **3) Spirituality of Aging**
- • Reminiscing
- • Tasks of Life Review
- • Worship — Religion
- • Death — Dying
- Palliative Care
- Journaling
- • Ethics
- • Tasks of Vital Aging
- • Prayer — Scripture
- • Personal Growth
- • Wisdom in Aging
- Comparative Religions
- **4) Biology of Aging**
- • Changes — Physical & Sensory
- • Sexuality
- • Medications
- • Nutrition
- • Healthy Aging
- • Illness and Dysfunction
- Bariatric Issues
- Behavioral Interventions
- Pain Management
- **5) Sociology of Aging**
- • Involvement — Isolation
- • Dependence/Independence
- • Living Alone — Social Networks
- • Cultural Attitudes
- • Social Histories
- • Long Term Care/Aging/Social Needs
- • Living Arrangements — Elder Communities, Long-Term Care, Adult Day Services, Assisted Living, Mental Health, Sub-Acute, Independent Living, Home Health, Aging in Place, Senior Centers
- Culture Change in the Continuum of Care
- Baby Boomers
- Sign Language
- • Foreign Language
- • Elder Abuse
- **6) Psychology of Aging**
- • Leisure & Aging
- • Psychological Choices — Depression, Anxiety, Fears
- • Drugs & Alcohol

- Security
- Successful adaptations
- Hospice
- Counseling Techniques
- Stereotypes — Myths
- Confusion/Disorientation
- Institutionalization
- Aging in Place
- Memory Care
- **7) Leisure and Aging**
- • Recreation — Definition, Types, Philosophy
- Lifestyles
- Retirement Living
- Attitudes — Motivation
- Analysis of Leisure Time
- Client Interests
- Client Rights — Different Categories
- Volunteerism
- Creativity in Aging
- Leisure Education
- Barriers to Leisure
- Person Centered Programming
- **8) Basic Health**
- • First Aid
- Health Precautions
- Personal Health Issues
- Geriatric Medications/Contra-Indications in the Activities Delivery systems
- Nutritional Issues/Diabetes
- **9) Group Instruction/Leadership**
- • Adult Learning Modes
- Instruction Methods — Lecture, Handouts, Videos
- Demonstrations, Samples, Slides, Participation, Discussion, Survey, Sharing Experience
- Teaching Materials — Tools, Resources
- Group Dynamics/Leadership
- In-Service
- Leader Listening
- Esteem Building
- Build Group Support
- **10) Therapy for the Disabled Aging**
- • Overview of P.T., O.T., Speech Therapy, Recreation Therapy, Art Therapy, Dance Therapy,
- Music Therapy, Drama Therapy, Validation, Poetry Therapy, Reality Orientation, Remotivation, Horticulture Therapy, etc.
- Restorative Programs — Feeding Training, ADL Skills, etc.
- Patient Physical Transfer Techniques
- Therapeutic Approach — Meaningful, Purposeful, How it Helps
- Therapeutic Feeding Techniques
- Aroma Therapy
- Massage Therapy
- Therapeutic Swimming
- **11) With Residents & Staff**
- • Types of Communication
- Listening Skills

- Responding Skills
- Communication with Frail
- Communication with Confused
- Intercultural Concerns
- Morale Building
- Dealing with Difficult Situations
- **12) Public Speaking**
- Professional Image
- Leading Meetings
- Business Etiquette
- **13) Public Relations**
- The Written Message
- Media Use — Press releases, P.S.A., T.V., Radio
- Publicity — News
- Letters of Appreciation
- Volunteer Programs
- Fund Raising
- Marketing Activity Importance letters, Bulletin Boards, Posters, Graphic Techniques
- Community Marketing of Facility and Activities Delivery Systems
- **14) Interpersonal Relationships**
- Staff Team Approach — Working Together
- Coordination of Services — Staff, Families, Volunteers, etc.
- Peer Relationships — Staff, Residents
- Family Relationships — Various Age Needs and Attitudes
- Empowerment/Managing Relationships/Personality Evaluation
- Staff/Client Relationships
- Consultant Relationships
- Organizational Relationships
- Organizational Structures in Different Levels of Care
- Conflict Resolution
- Dealing with Difficult People
- Assertiveness Training
- **15) Motivation**
- Of Clients, Families, Staff, Volunteers
- Professional Improvement
- Motivational Techniques
- **16) Community Services/Support/Relations**
- Recreation Resources
- Service Clubs
- Religious Resources
- Mainstreaming
- Adult Health Services — Alzheimer's, Ostomy Clubs, MS, Parkinsons, Arthritis, Amputee, Cancer,
- Business — Chamber of Commerce
- Family Open Houses
- Library Resources
- **17) Regulations**
- State & Federal Activities, Regulations & Standards — OSHA, ADA & Professional Standards
- Survey Process
- Plan of Corrections
- Legislative Updating
- JCAHO, CARF, Specialty Standards

- Assisted Living Regulations/Memory Care/ Enhanced Assisted Living Regulations
- Medical Adult Day Health Regulations
- Mental Health Adult Day Health Regulations/Adult Day Habilitation (MR/DD)
- Adult Home Regulations/ Personal Care and Boarding

• **Programming**

• **18) Individualized Care Planning**

- Assessment — MDS & RAP
- Interdisciplinary Team
- Care Planning, Approach, Progress Notes
- Professional Standards
- Legal — Ethical Issues
- Medical Terms
- Charting — Confidentiality
- Patient — Resident Involvement
- For Participant Learning
- Quality Indicators

- Individualized Service Plans

- Person Centered Care Planning/“I” Care Plans

• **19) Program Management**

- Philosophy of Operation
- Expressive/Creative Program Scope — Physical, Mental, Social, Emotional, Community, Spiritual, Educational
- Program Planning — Resident Centered
- Organization — Calendar
- Program Implementation — Conducting Activities
- Evaluation Techniques
- Operating Audio—Visual Equipment
- Equipment & Supplies — Control, Safety Precautions, Resource Materials, Ordering
- Modes of Programming

- Operating Facility Vehicles

• **20) Computer Skills**

- Word Processing
- Database
- Charting
- Desktop Publishing
- Games
- Participant Learning
- Internet

• **21) Program Types – Theory and Practice**

- Supportive
- Maintenance
- Empowerment
- Exercise — General, Volleyball, e.g., Wheelchair , Reiki, Tae Kwon Do, Yoga, etc.
- Social — e.g., Parties
- Outdoor — e.g., Barbecues, Games, Walks
- Away from the Facility — e.g., Visits to Community Places of Interest
- Religious — e.g., Bible Study, Services
- Creative — e.g., Crafts, Drama, Writing, Journaling, Scrapbooking,
- Educational — e.g., Current Events, Alzheimer's Group, Adult Learning
- Residents with special needs — e.g., AIDS, DDs, MRs, MS et al.

- Resident Planned — e.g., Resident Council or Any Activity
- In-Room — e.g., Adapt Out-of-Room Activities
- Sensory — e.g., Braille Materials, Any Sensory Stimulation, Pet, Food Related, Snozelen™,
- Meditation, Massage, Reflexology
- Reality Awareness e.g., with Other Programs
- Entertainment — e.g., Games, Entertainer Resources
- Self Help — e.g., Nail Polishing Group, Independent Activities
- Music — Basic & Adaptive Techniques
 1. Accompaniment Instrument-Chord Structure
 2. Recreational — Rhythm Instruments, Musical Games, Movement, Literature for the Aged
- Community Oriented e.g., Intergenerational, Community Groups in the Facility
- Computer Based/Wii
- Lesson Planning
- Technological Advancements
- Outings/Policies and Procedures
- Recreational/Leisure Vehicle Training
- Bar Tending/ Mixology /Wine Tasting
- Proper Food Handling

Management/Personnel, Legal and Ethical Issues

- **22) Personal Employment**
- • Recruitment, Interviewing, Hiring, Development, Recognition, Evaluation, Termination —
- Staff and Volunteers
 - Job Search — Resume Writing, Interview Preparation
- **23) Management Leadership**
- • Interdisciplinary Care Plan Team
 - Leadership Styles
 - Program Management
 - Program Evaluation
 - Supervision Philosophies and Techniques
 - Delegating — Enabling Staff Ability
 - Self Analysis
 - Time Management
 - Activity Staff In-Service
 - How to Conduct Meetings: Staff, Association
 - Problem Solving
 - Resident Council
 - Record Keeping
 - Dealing with Challenging People
 - Stress Management
 - Memory Improvement
- • Family Council
 - Violence in the Workplace
- Controlling
- Advocacy/ Ombudsman
- Universal Worker Concepts
- Culture Change/ Greenhouse Concepts
- Management Techniques
- Generational Diversity/Gender Issues

- Quality Assurance, CQI, TQM, etc.
- Association Management/Conference Management
- Committee Development
- Customer Service
- **24) Management Writing Skills**
- • Documentation Chart Auditing
- • Job Descriptions
- • Policies & Procedures Manuals
- • Incident Records/Reports
- • Letters of Request — Direct Mail
- • Grant Writing
- Public Relations
- E-mail and Internet Etiquette
- Form Development
- **25) Financial Management**
- • Reimbursement
- • Budget Writing
- • Record Keeping
- • Expense Control
- • Establishing Non-Profit Status
- • Fund raising
- Establishing Budgets
- Donation Management
- **26) Professional Development**
- • Certification
- • Professional attitude toward residents
- • Professional associations
- • Business expectations
- • Professional standards — Ethics
- Professional Affiliations
- Professionalism
- **27) Consulting**
- • Consultant's Role, Goals, Knowledge
- • Consultant's Education
- **28) Resources**
- • How to Work with Volunteers
- • How to Work with Supervisors
- • How to Work with Consultants
- How to Work as Middle Management
- Intra-departmental Skills
- How to work with Vendors

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